Designing a More Efficient Government

Creating a culture of innovation through Lean

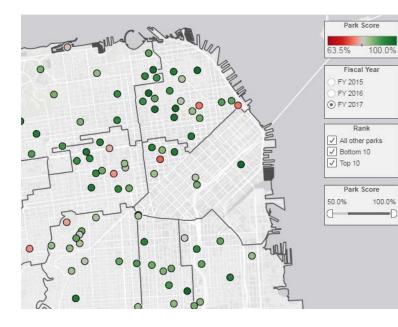


CITY PERFORMANCE LEAN PROGRAM

Office of the Controller City Performance Lean Program

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02.12.2020



2018 San Francisco Child and Family Survey

Summary of Findings



PUBLIC WORKS

Street & Sidewalk Cleaning Response Percent of cleaning requests responded to within 48 hours Target: 95%

Graffiti Service Requests Number of graffiti batement requests submitted during the fiscal year Monthly Average from July 2018 Target: None

Pothole Response Percent of pothole service requests responded to within 72 hours Target: 95%

Pavement Condition Index Rating of road conditions (100-point scale) Target: 74



31,562

through June 2019

95 %

Monthly Average from July 2018 through June 2019

74

2017

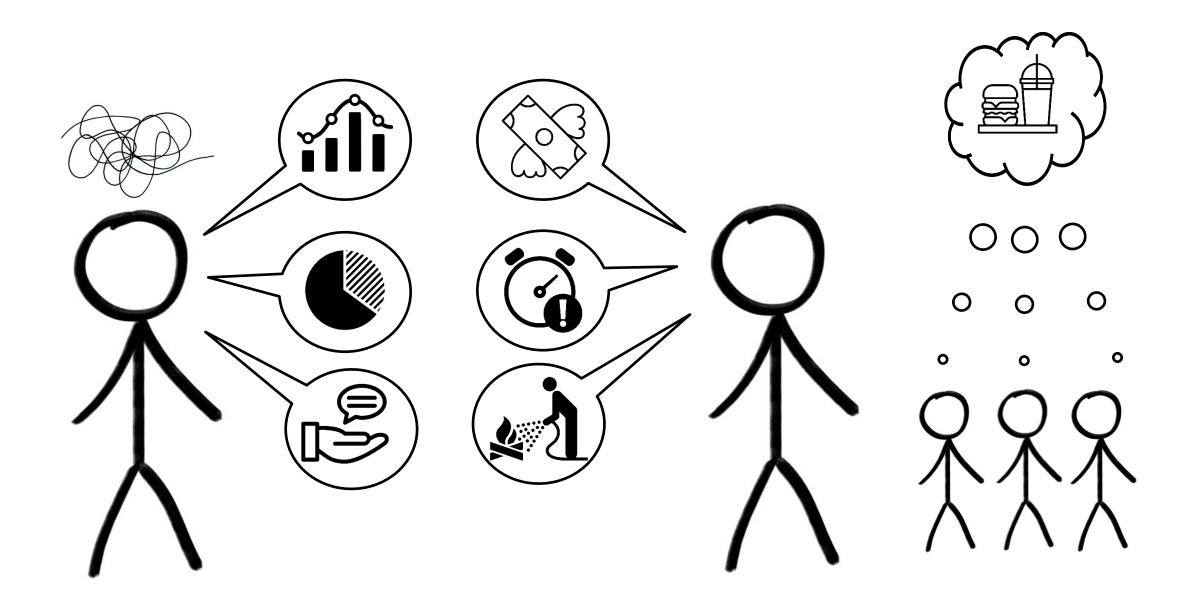


▼ -5% since prior month

▲ 4 percentage points since prior month







How do we ensure that data and analysis result in a culture of continuous improvement?

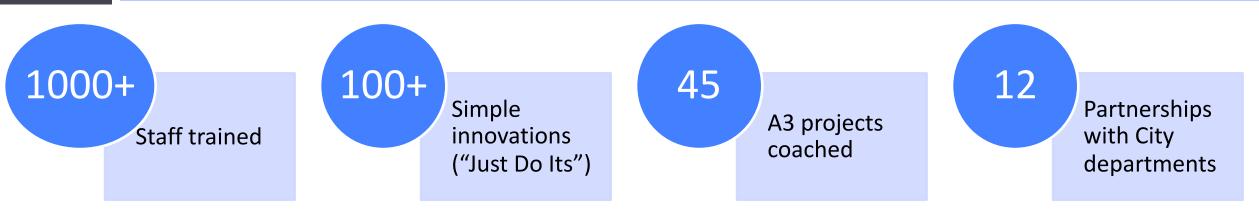




City Performance Lean Program Our Process Improvement Approach

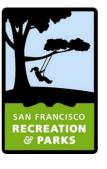
Our Process Improvement Approach















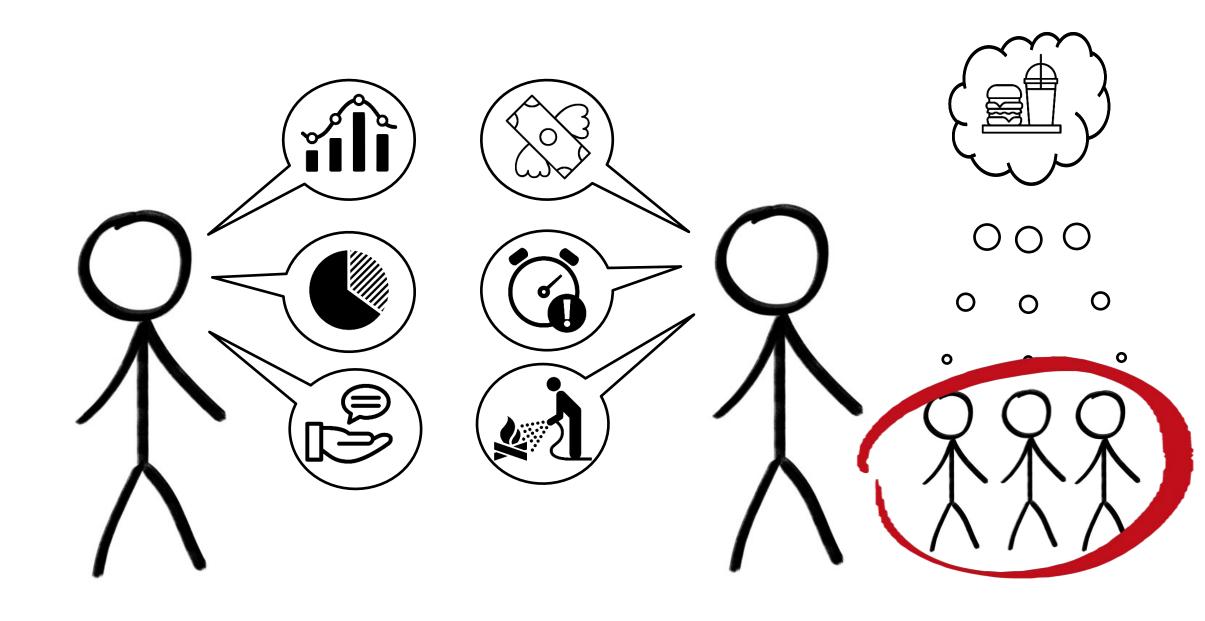


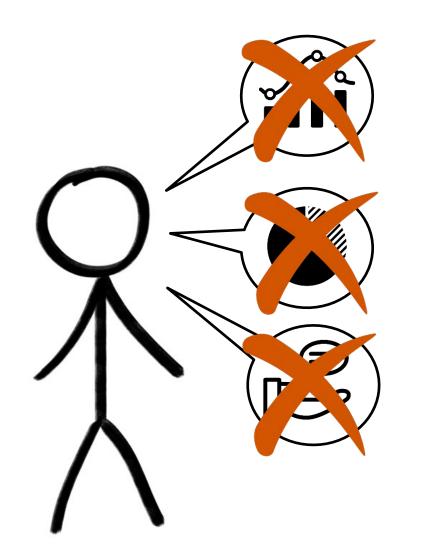
San Francisco Public Library

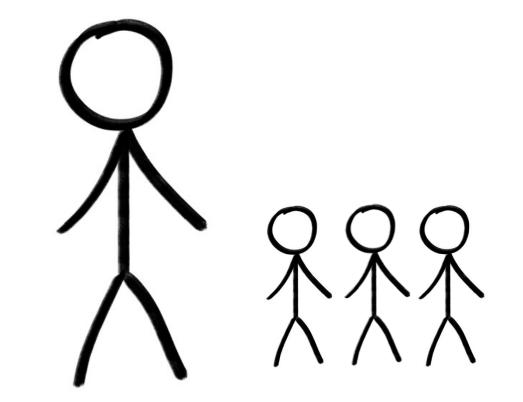


Affordable, Quality Benefits & Well-Being











Teaching Problem-Solving

10

We make the staff do the analysis

Teach hands-on

Give away ownership



Teaching Problem-Solving

We coach instead of direct



Make it Matter to Staff

12

We make space for staff to share ideas



Being a Lean Sponsor



Featured Lean Partnerships



Public Utilities Commission Time-to-hire

Reduced time to hire civil service analyst positions from **9 months to 5 months.**



SF Recreation & Parks Yard-wide 5S

Cleared out **75 tons** of unwanted and unused materials that were outdated or broken .

A change that sticks!



2017

SF Recreation and Parks Department

2018



Thank You! Questions?

To learn more, visit our website: <u>cityperformanceleanprogram.weebly.com</u>

Contact us at: Ryan Hunter, <u>ryan.hunter@sfgov.org</u> Vivian Chen, <u>vivian.j.chen@sfgov.org</u> or <u>con.leanprogram@sfgov.org</u>